

## Abstract

The invention is a method and system for providing product support services. The invention allows for access to product support services by non-typical parties and  
5 also allows for varying cost structures. A first party is authorized by a product support service provider to receive product support services by request of login identification and passwords. The first party is provided with tokens to purchase and authorized to allocate the tokens to any other party at its discretion. The tokens are accepted by the support service provider in exchange for support services.

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